WEB BILL PRESENTMENT

Instructions for Agency Administrators



State of Louisiana

July 2003

Table of Contents

Welcome to Web Bill Presentment	
Standard Features and Functions	2
Logging In	4
Change Your Profile	6
Change Your Password	7
Add an Agency User	8
Add UserAssigning Cost Center Viewing Privileges	
Delete a User	14
View or Edit User Viewing Privileges	16
Billing Reports	18
Allocation Detail Report	19
Allocation Summary Report	23
Consolidated Detail Report	26
Cost Center Detail Report	30
Saving Data	33

Welcome to Web Bill Presentment

The State of Louisiana's Office of Telecommunications Management (OTM) has implemented the Web Bill Presentment (WBP) application to allow the State's agencies to view their monthly telecommunication costs via the internet.

All agencies will continue to receive a monthly invoice, summarizing their charges, along with any appropriate paper backup from vendors. However, through this application, agencies will receive "electronic" detailed reports of these charges, that can be:

- downloaded and saved to the user's computer or network,
- charted and graphed for a clearer picture of telecommunication expenditures,
- emailed in part or in whole to other personnel.

There are two levels of agency users in WBP.

- Administrator: Telecommunications Coordinator (TC) for agency
 - can view and download data to their appropriate OTM cost center/ accounting center numbers
 - o can add and remove users in their agency
 - o can assign data viewing privileges equal to or less than their own

End User

- can view and download data for those OTM cost center/ accounting center numbers to which they have been given privileges
- o cannot add new users

Standard Features and Functions

There are some features of WBP that remain constant through out the system.

- Tabs: in the upper right corner of the screen there are two tabs, Reports and Admin.
 "Folders" and functionality for these tabs vary with the user role and data viewing privileges. Clicking on one tab or the other takes you from one set of functions to the other.
- Folders: along the left side of the screen there is a column of folders or functions
 preceded by a small arrow. These vary by user role and data viewing privileges. When
 you click on a tab, one of the folders is automatically displayed in the center of the screen.
 Clicking on a different folder listed to the left displays a different screen of functionality.
- **Home**: within the data screens there is a home button. Clicking on this button will take you back to the first screen for the folder.
- Cost Center: This term is used interchangeably with Accounting Unit (AU). For the State of Louisiana there are several levels of cost centers, designed in a hierarchy or pyramid.
 - The highest-level cost center is
 Level 4 and all Level 3 cost centers
 "point" to this Level 4 cost center.
 The Level 4 cost center is a fictitious number to create the top of the pyramid.
 - Level 3 cost centers represent
 State Divisions. (example: 01 –
 Office of the Governor)
 - Level 2 cost centers are grouped together by the Level 3 cost center
 to which they point. Level 2 cost centers represent State Agencies. (Example: 800 State Group Benefits)
 - Level 1 cost centers, which are grouped together by the Level 2 cost center to which they point, are the AU or org. There may be one or more AU's within a State Department or Agency, therefore there may be one or more Level 1 cost

- centers pointing to it's Level 2 cost center. (example: B808-2222 Telecommunications-Director)
- Level 0 cost centers, which are grouped by the Level 1 cost center to which they
 point, are the combination of the AU (the Level 1 cost center) and the location of
 assets or inventory within the AU. (Example: B808-2222/1201 N. 3rd Street,
 OTM Administration, Baton Rouge)
- Drill Down: When viewing data, you will first be presented with the highest level cost center for which you have viewing privileges. You can "drill down" to lower cost centers by clicking on the cost center code. The screen will "refresh" and the next level of cost centers will appear. (You may have to use the scroll bar to the right of the screen to "roll" to data appearing below.) Charges are associated with Level 0 cost centers only. Therefore, depending on the user's privileges, he may have to drill down through more than one level of cost centers to see the charge data itself.
- Save: On most screens with charge data there is a save button. By clicking on this
 button, you begin the steps to save the displayed charge data to your computer or
 network drive in an Excel spreadsheet.
- Logout: In the upper right hand corner of each screen is a logout button. You may log
 out of the system at any time and from any screen.

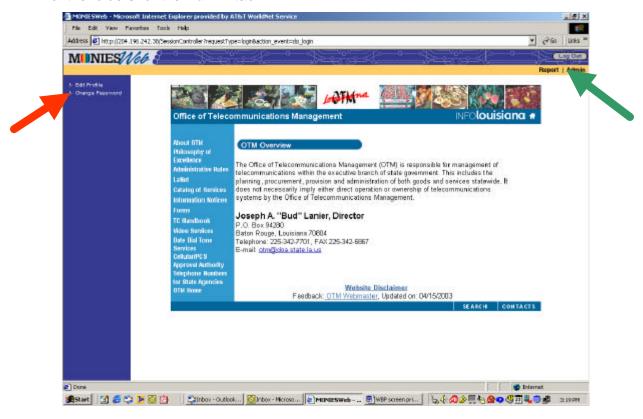
Logging In

- A. Open Microsoft Internet Explorer application.
- B. Enter the following address in the address field near the top of the screen: www.louisiana.gov/otm/bill
- C. Press <Enter>
- D. The Login Screen will appear.

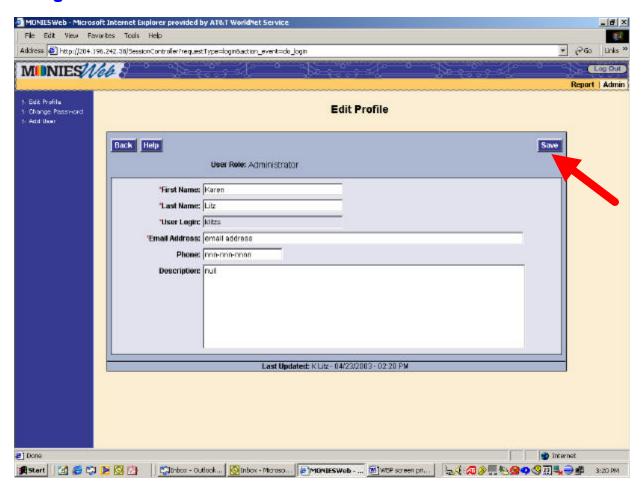


- E. Enter your User Login. Use all lower case. (This is usually your first initial and last name. In some cases, because of duplication, it is the first name and last name.)
- F. Enter your Password. It is case sensitive.
- G. Press <Enter> OR click on the Login button.
- H. The Welcome Page will be displayed.

- I. Note the two TABS to the upper right: Report and Admin.
- J. Note the two FOLDERS in the left column: **Edit Profile** and **Change Password**. These are 2 of the folders for the **Admin** tab.

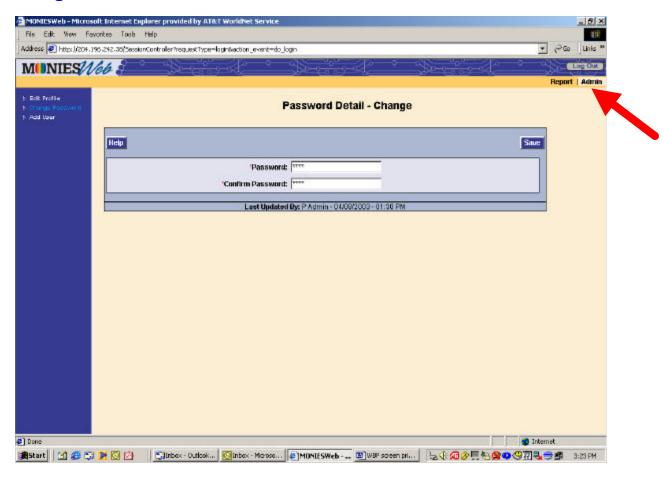


Change Your Profile



- A. Click on the Admin TAB.
- B. The Edit Profile FOLDER is automatically displayed.
- C. You can return to the Edit Profile screen at any time by clicking on the Admin tab and Edit Profile folder.
- D. You can update **YOUR** profile by changing any of the displayed data **except the User Login**.
- E. Click on the **Save** button to save the data. A message "Record Updated Successfully" will appear in blue above the Back and Help buttons.
- F. Click on the **Back** button to return to the previous screen. If the **Back** button is clicked before the **Save** button, data will not be saved.

Change Your Password

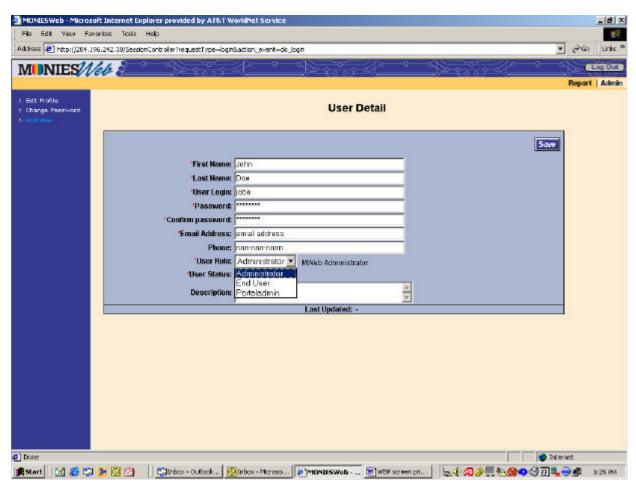


- A. Click on **Change Password** FOLDER.
- B. You can change your password by entering and then re-entering (confirm) a new password.
- C. Click the Save button to save the new password. A confirmation message appears.

Add an Agency User

As an agency administrator, you have the capability of adding other agency employees as users. Adding a user is a two-part process. First, you will add the user. Then you will assign the user viewing privileges.

Add User

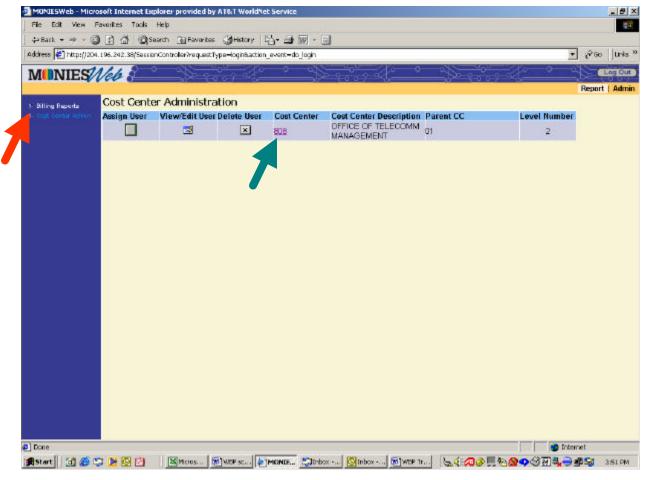


- A. Click on the Admin TAB.
- B. Click on the FOLDER **Add User** and enter appropriate data. (NOTE: You must add a user before you can assign cost center viewing privileges for that user.)
- C. All fields must be completed.
- D. **User Login** is the first initial and last name in lower case.
- E. If that login already exists, use the first name and last name.
- F. If that login already exists, append "1" to login.

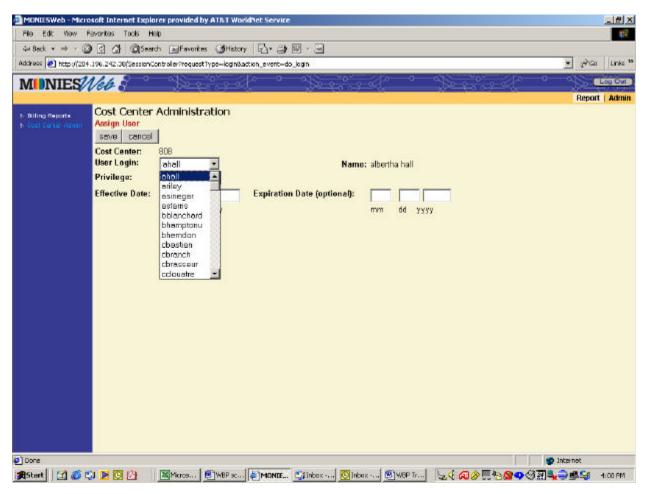
- G. Select appropriate **User Role**. Most people will be assigned as **User**.
 - Select Administrator if the user will be allowed to add new users and assign cost center viewing privileges. Select End User if the user will only be allowed to view data.
- H. Select appropriate **User Status**.
 - a) Use **Inactive** to prevent user from logging into system, but keep user profile if it may be reactivated at a later date. If a user is inactive, his data viewing privileges are saved to be reactivated at a later date.
 - b) Use **Active** to allow the user to log into the system and view data once viewing privileges are established.
- I. Click the **Save** button to save user information.
- J. Confirmation message "User Successfully Added" will appear.
- K. Once you add a person, you will no longer be allowed to edit his profile.

Assigning Cost Center Viewing Privileges

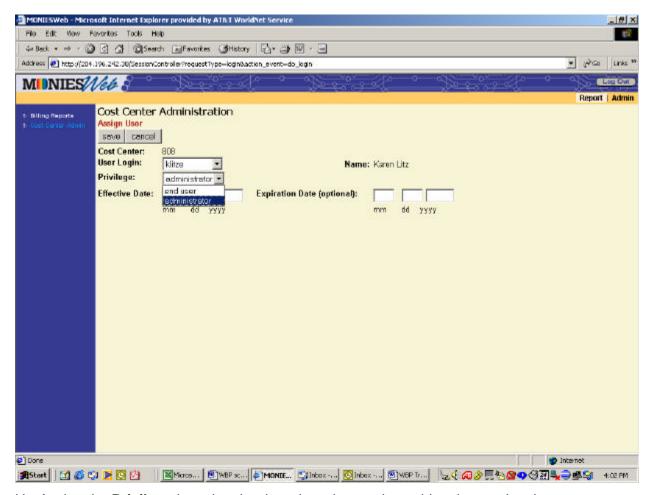
A user must first be added to the system before he can be assigned viewing privileges. (See **Add a User**)



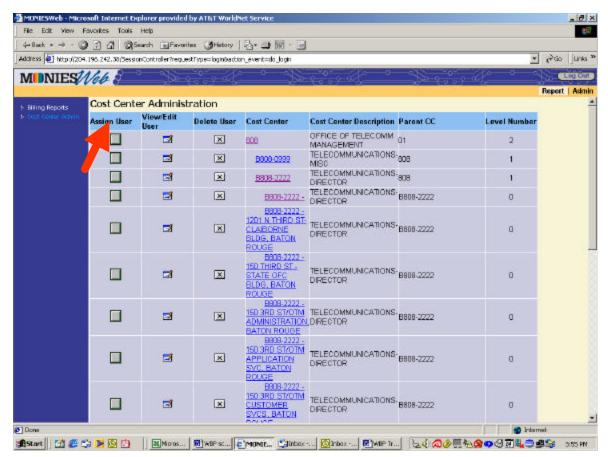
- A. Click on Report TAB.
- B. Two **FOLDERS** appear: **Billing Reports** and **Cost Center Admin**. **Cost Center Admin** allows you to assign, edit, and delete Cost Center viewing privileges for a user. Click on the **Cost Center Admin** FOLDER
- C. Drill down to the highest cost center level for which the user is to have privileges. This is done by clicking on the **code** in the cost center column.
- D. Click in the column **Assign User** by the appropriate cost center to give a user privileges to view the data for that cost center and those beneath it in the pyramid.
- E. The **Assign User** screen will appear.



- F. Select the user from the drop down list for **User Login**.
- G. The screen will refresh.

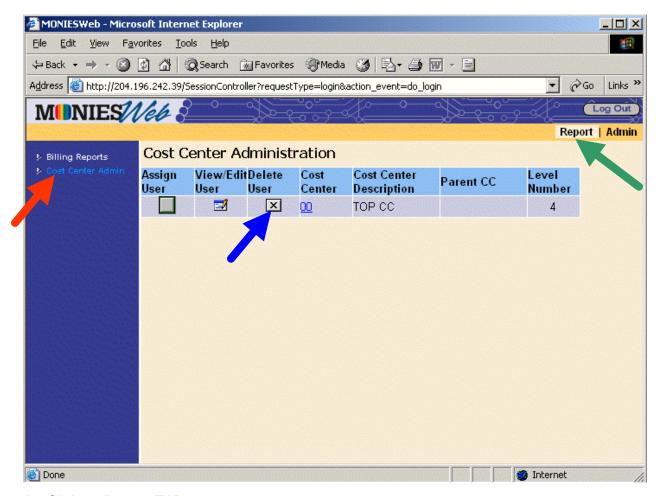


- H. Assign the **Privilege** by using the drop down box and matching the user's role.
 - a) Administrators should have administrator privileges.
 - b) End users should have end user privileges.
- I. Enter the appropriate **Effective Date**. The effective date may be prior to the current date. Data in reports dated before the effective date will not be visible to the user.
- J. Enter an **Expiration Date** to limit the user's viewing privileges to specific months. Data in reports dated after the Expiration Date will not be visible to the user.
- K. Click the **Save** button to save the cost center viewing assignment and return to **Cost Center Administration** list.
- L. A confirmation message will appear: User assigned successfully.
- M. Click the Cancel button to return to the cost center list without saving the assignment.

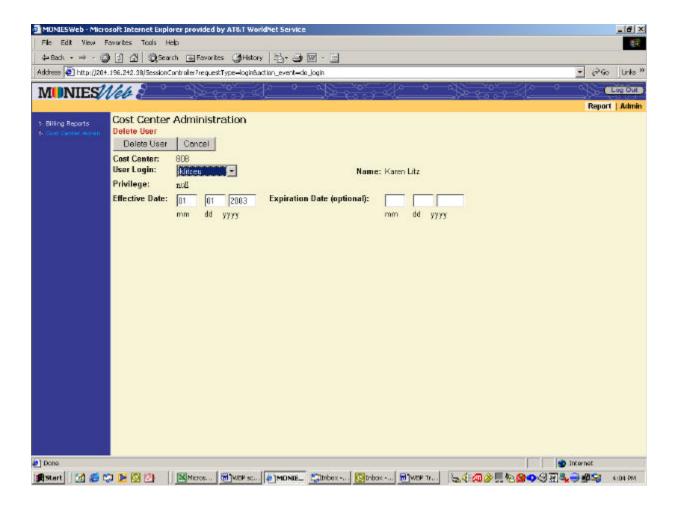


N. Click in the column **Assign User** by the appropriate cost center to give a user privileges to view the data for that cost center and those beneath it in the pyramid.

Delete a User

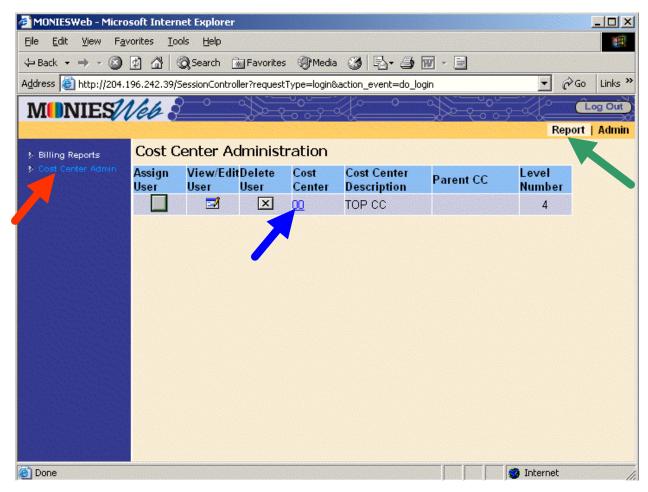


- A. Click on Report TAB
- B. Click on Cost Center Admin
- C. Drill down to the highest cost center level for which the user has privileges.
- D. Click on **Delete User**.
 - a. Deleting a user through **Cost Center Admin** does **NOT** remove the user from the system or prevent him from logging in.
 - b. Deleting a user through **Cost Center Admin** prevents him from seeing data for the cost center.
 - c. Deleting a user erases his data viewing privileges. Privileges must be reassigned at a later date for the user to see data.
 - d. You can delete a user and add him for a different cost center to change his viewing privileges.
- E. The **Delete User** screen will appear.



- F. Select the appropriate user through the drop down menu.
- G. Click on the **Delete User** button.
- H. A warning message will appear.
- Clicking on Cancel before the confirmation of deletion takes you back to the cost center screen but does not delete the user.
- J. To delete the user, confirm deletion and return to the cost center screen by clicking on the OK button.
- K. A confirmation message will appear: User removed successfully.
- L. You may return to the cost center screen by clicking the on **Cancel** button.

View or Edit User Viewing Privileges

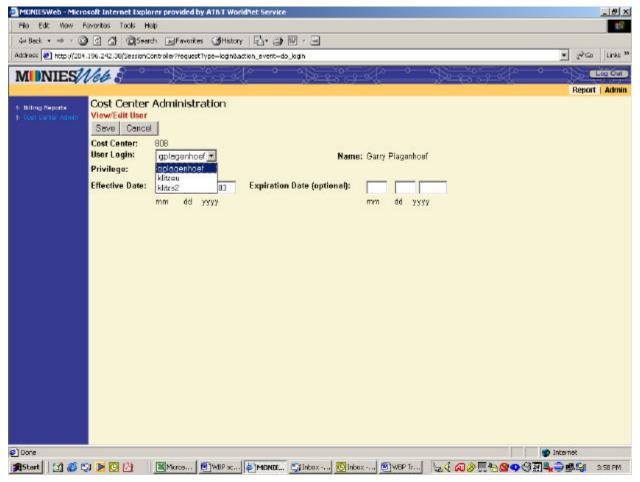


This feature is used to view a user's privileges or change the effective and expiration dates. If you wish to change the cost centers that a user may view:

- Delete the user (this will delete the viewing privileges only)(See delete a user).
- Assign the cost center viewing privileges (See add a user, assigning cost center viewing privileges).

To view the user's privileges or change the effective and expiration dates:

- A. Click on Report TAB
- B. Click on Cost Center Admin
- C. **Drill down** to the highest cost center level for which the user has privileges.
- D. Click on View/Edit User.
- E. The View/Edit User screen will appear.



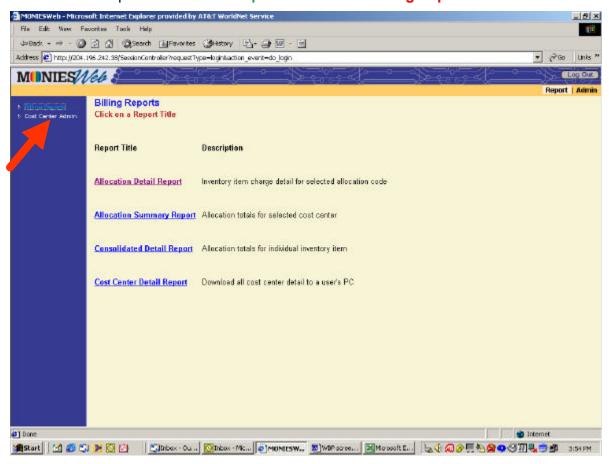
- F. The **User Login** drop down box provides a list of users already assigned viewing privileges for this cost center.
- G. Highlight the user you wish to view/edit.
- H. Note the user's name appears to the right of the User Login.
- I. Note the user's privilege appears as assigned.
- J. Privilege should match that of login role (Administrator, End User)
- K. Note the effective date assigned appears.
- L. Data in reports dated before the **Effective Date** will not be visible to the user.
- M. Data in reports dated after the **Expiration Date** will not be visible to the user.
- N. Use the **Expiration Date** to limit the user's viewing privileges to specific months.
- O. Make changes as necessary.
- P. Click the Save button to save the changes and return to the cost center list.
- Q. A confirmation message will appear: User Information Changed Successfully.
- R. Click the Cancel button to return to the cost center list without saving changes.

Billing Reports

There are four reports available for viewing through Web Bill Presentment.

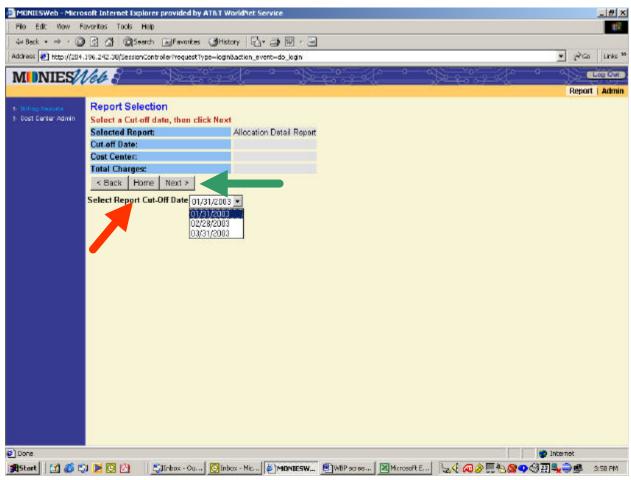
- A. **Allocation Detail Report**—provides detail charges by inventory number within the cost center.
- B. **Allocation Summary Report**—provides summary charges by charge type for the entire cost center.
- C. Consolidated Detail Report—provides summary charges for each inventory item in the cost center by charge type.
- D. Cost Center Detail Report—provides ability to download in one file detail charges for all inventory items in the cost center.

To access the reports click on the **Report** TAB and the **Billing Report** Folder.



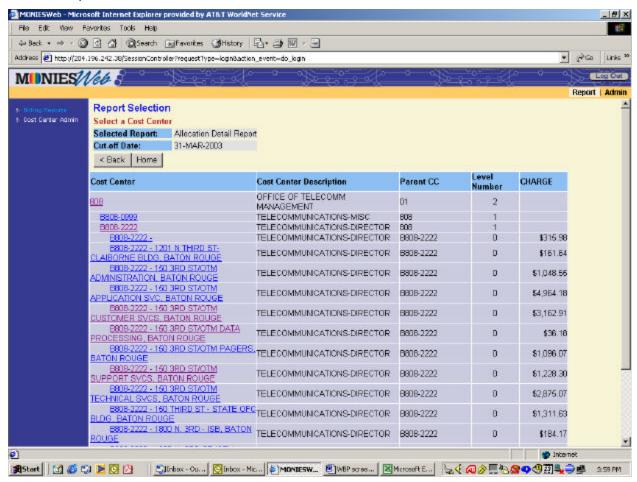
Allocation Detail Report

A. On the Billing Report screen, click on Allocation Detail Report.

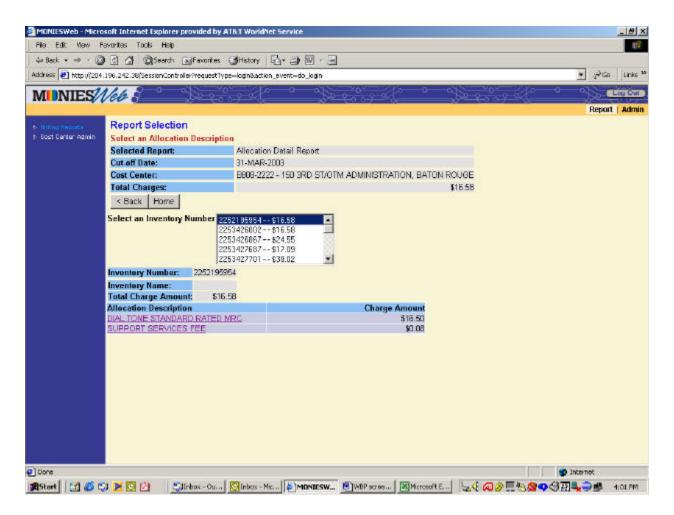


- B. Select the Report Cut-Off Date from the drop down menu.
- C. Click on the Next button.
- D. The screen will change, and the highest level cost center to which you have access will be displayed.

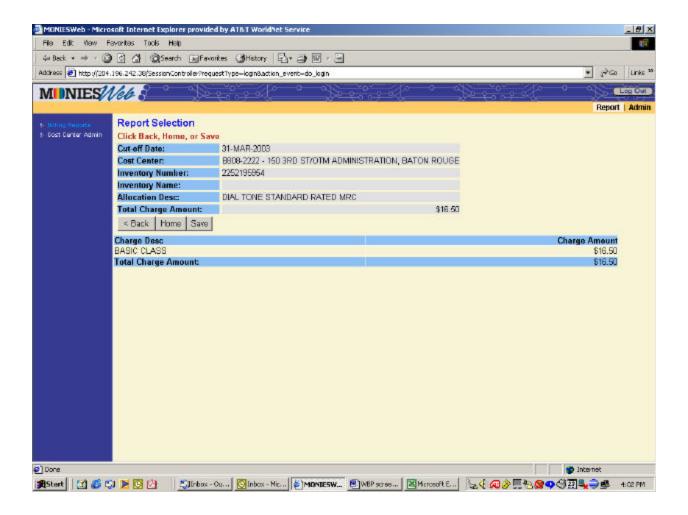
E. Click on the **cost center** and drill down until you reach the AU/location combination with charges that you wish to view. (Charges only occur at the au/location combination level—level 0.)



F. The screen will change and a list of inventory numbers (assets) appears.



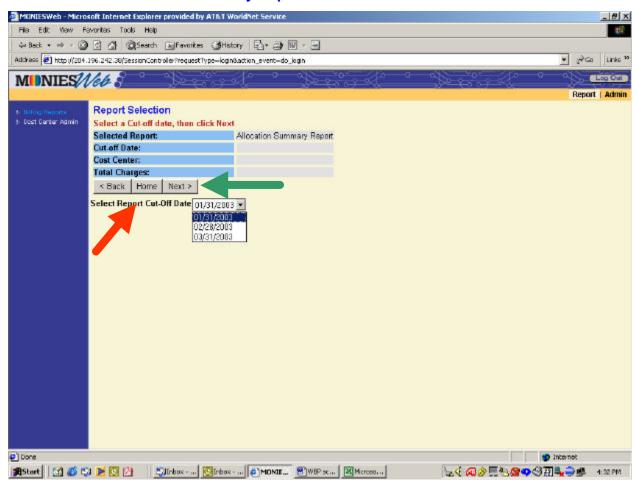
- G. Use the scroll bar next to **Select an Inventory Number** to find the one for which you wish to see detail charges.
- H. Highlight the inventory number by clicking on it.
- I. The detail charges, by charge type, will appear below.
- J. Click on a charge type to see the detail charges.



- K. Click on the Save button to download the data. (See Saving Data Section.)
- L. Click on the **Back** button to return to the list of charges by Allocation Description.
- M. Click on the **Home** button to return to the list of **Billing Reports**.

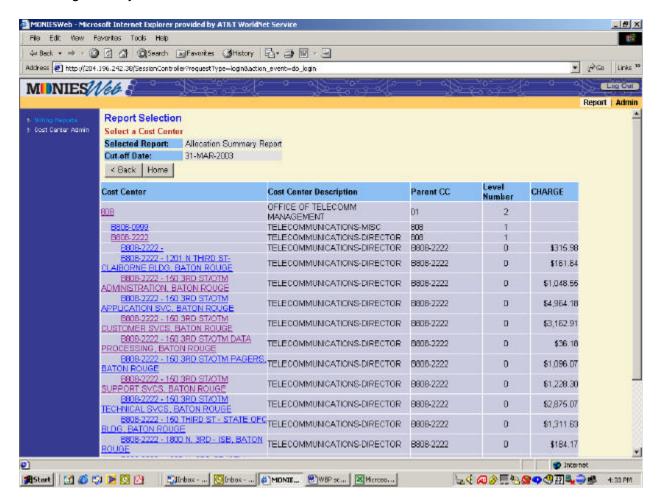
Allocation Summary Report

A. Click on the Allocation Summary Report.

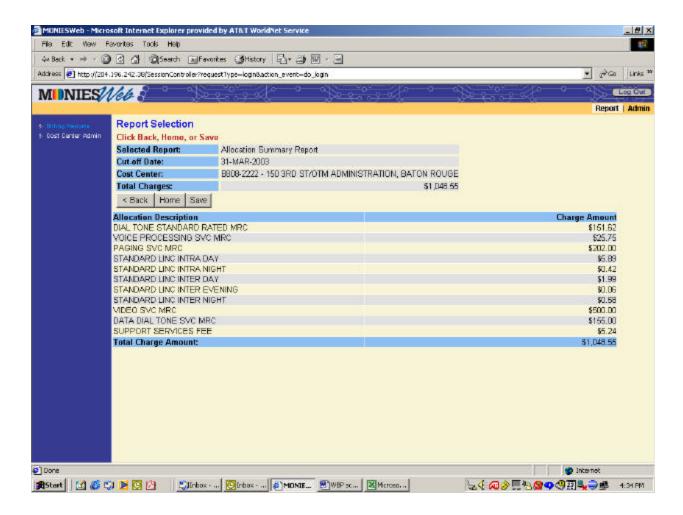


- B. Select the report date from the **Select Report Cut-Off Date** drop-down menu.
- C. Click on the Next button.
- D. The screen will change and the highest-level cost center to which you have access will be displayed.

E. Click on the **cost center** and drill down until you reach the AU/location combination with charges that you wish to view.



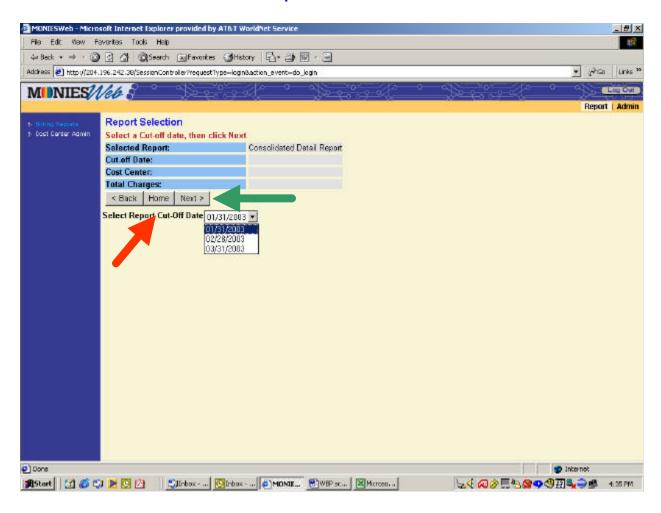
F. A list of charges for the entire **Level 0** cost center by charge type will appear.



- G. Click on the Save button to download the data. (See Saving Data Section.)
- H. Click on the **Back** button to return to the list of Cost Centers.
- I. Click on the **Home** button to return to the list of **Billing Reports**.

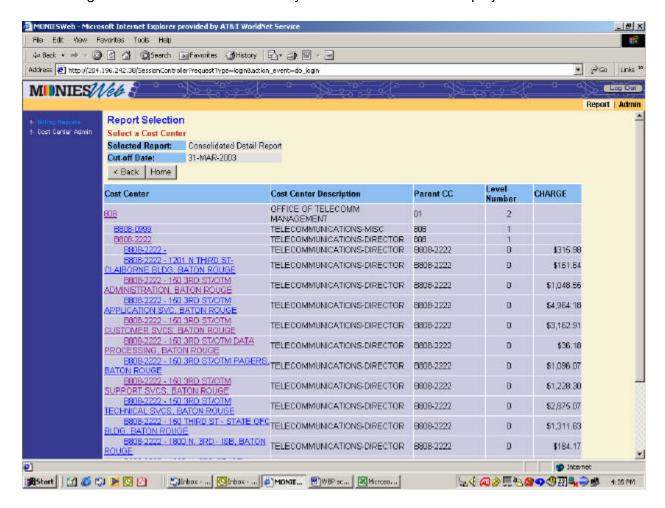
Consolidated Detail Report

A. Click on the Consolidated Detail Report



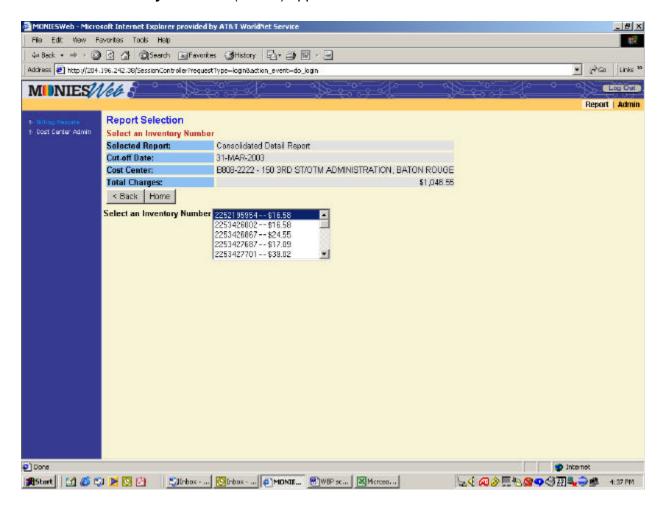
- B. Select the report date from the Select Report Cut-Off Date drop down menu.
- C. Click on the Next button.

D. The highest level cost center to which you have access will be displayed.



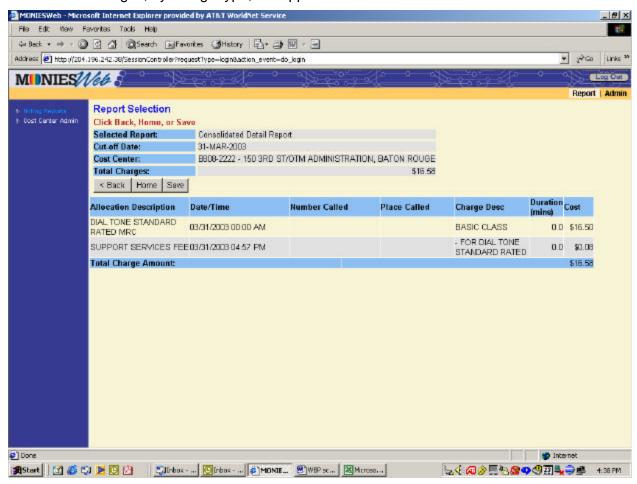
E. Click on the cost center and drill down until you reach the AU/location combination with charges that you wish to view.

F. A list of inventory numbers (assets) appears.



- G. Use the scroll bar next to **Select an Inventory Number** to find the one for which you wish to see charges.
- H. Highlight the inventory number by clicking on it.

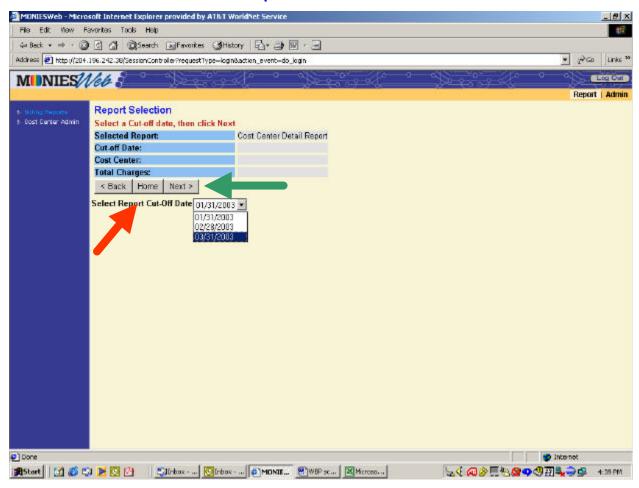
I. All detail charges, by charge type, will appear below.



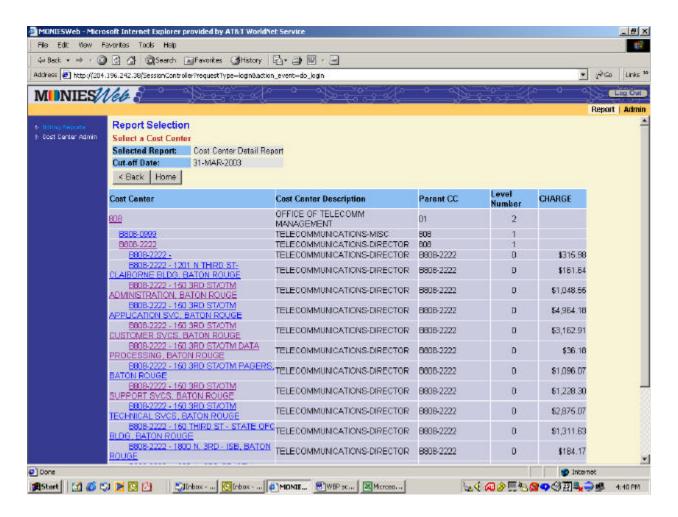
- J. Click on the Save button to download the data. (See Saving Data Section)
- K. Click on the **Back** button to return to the list of Inventory Numbers.
- L. Click on the **Home** button to return to the list of **Billing Reports**.

Cost Center Detail Report

A. Click on the Cost Center Detail Report

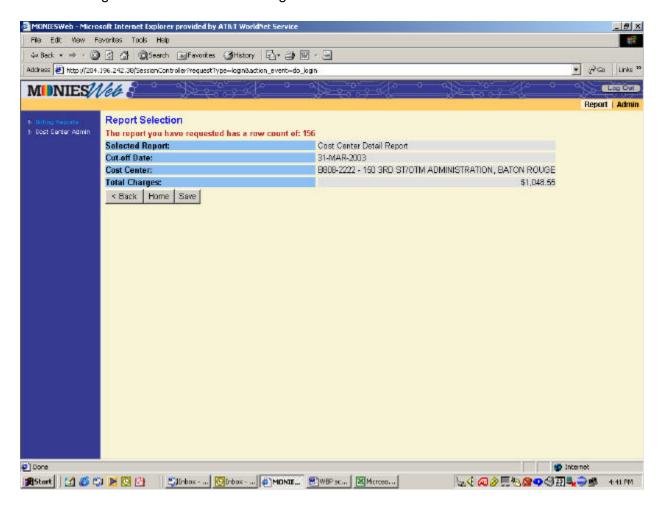


- B. Select the report date from the **Select Report Cut-Off Date** menu box.
- C. Click on the Next button.
- D. The highest level cost center to which you have access will be displayed.



E. Click on the cost center and drill down until you reach the AU/location combination with charges that you wish to download.

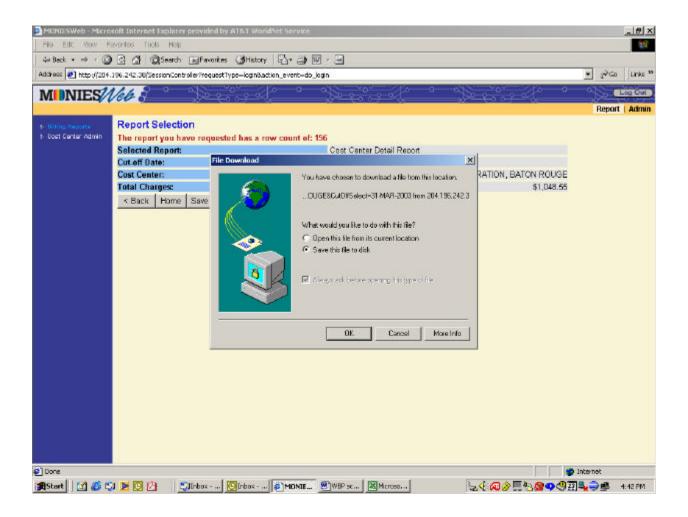
F. A message will be returned indicating the number of lines of data that will download.



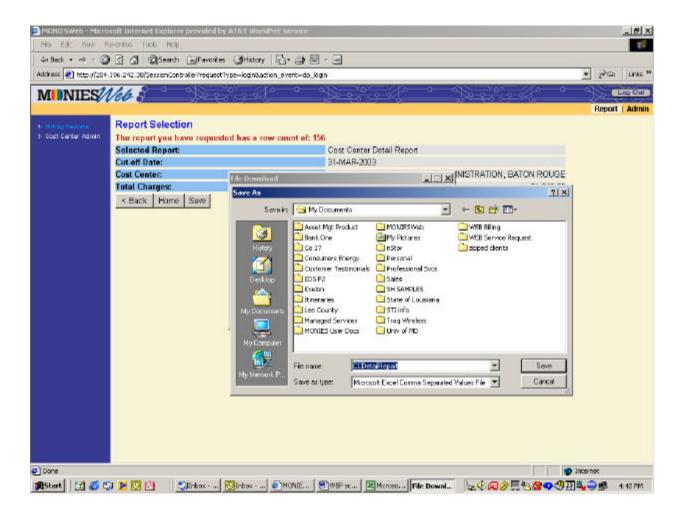
G. Click the **Save** button to begin the download process. (**See Saving Data Section for further instructions**.)

Saving Data

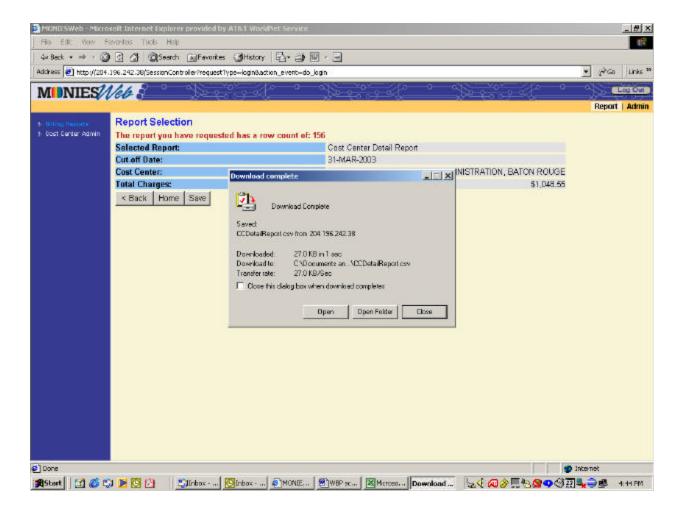
- A. From any screen with data and a **Save** button, click on the **Save** button.
- B. The File Download box appears.
- C. Confirm that the "save this file to disk" is selected and click the OK button.



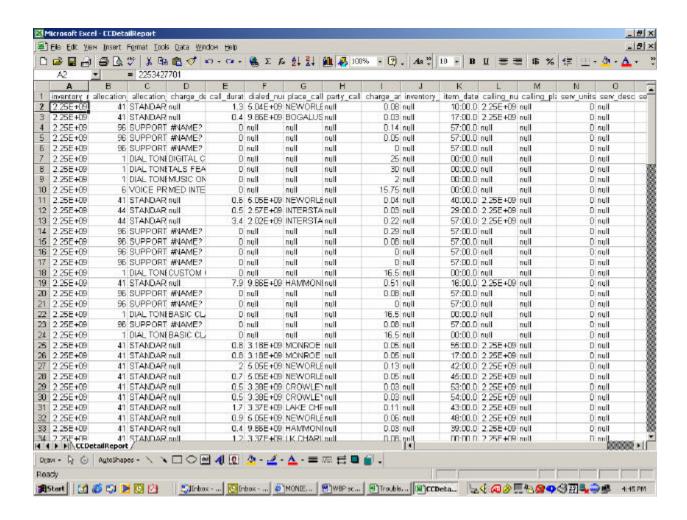
- D. Determine the location to which the data will be saved.
- E. Create a file name for the data. You may want to include date, cost center and location in the file name.
- F. Click the **Save** button. Save the file with a **.csv** extension that can be viewed in Excel or imported to Access.

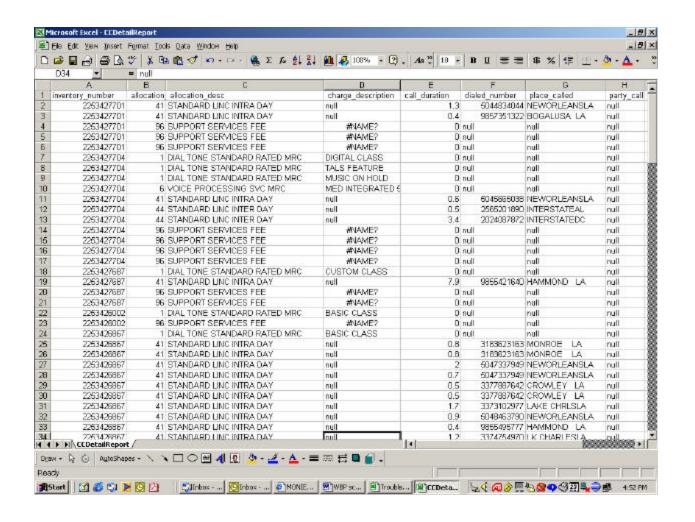


- G. A message will return when the download is complete.
- H. Click the Close button to return to the WBP application, OR
- I. Click the Open button to view the Excel spreadsheet.



- J. A spreadsheet will appear.
- K. Expand the column(s) to view the data without truncation. To expand the columns to fit the data, click the **Select All** button and then double-click a boundary to the right of one of the column headings.





L. Format the item_date_time column to show the complete date and time calls were placed. To format the column, click on the letter above the item_date_time column to select it. Then choose Format from the menu bar. Choose Cells from the drop down menu. Choose the Number tab, then the Date category. Select the Type that shows both the date and the time and click on the OK button.

